



King County
HUMAN RESOURCE ASSOCIATE
DEPARTMENT OF EXECUTIVE SERVICES
FINANCE AND BUSINESS OPERATIONS DIVISION
BENEFITS AND RETIREMENT OPERATIONS SECTION
Benefit Health Information Project
Hourly Rate Range \$22.88 - \$29.01
Job Announcement: 06TS6045STT
OPEN: 5/1/06 CLOSE: Open Until Filled

WHO MAY APPLY: There are six (6) short-term temporary (STT) positions open to all qualified King County career service members of the Teamsters, Local 117 Professional and Technical Employees bargaining unit, all other career service employees and the general public. These positions are not benefits eligible. These positions will start on June 26, 2006 and are expected to last no more than six months. First consideration will be given to the bargaining unit members.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Finance & Business Operations Division, Attention: Jemima deVera, M.S. EXC-ES-0720, Exchange Building, 7th Floor, 821 Second Ave, Seattle, WA 98104-1598.** Email applications are encouraged at HR.FBOD@metrokc.gov. Application materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) **PLEASE NOTE:** Applications not received at the location specified above and those that are not complete may not be processed.

FORMS AND MATERIALS REQUIRED: A King County application form and data sheet, resume and letter of interest detailing your background and describing how you meet or exceed the requirements. Application forms may be found at: <http://www.metrokc.gov/ohrm/jobs/JobApplications.htm>.

WORK LOCATION: Exchange Building, 11th Floor, 821 Second Ave Seattle, WA 98104

WORK SCHEDULE: These positions are not exempt from the provisions of the Fair Labor Standards Act, and are overtime eligible. These positions are paid on a bi-weekly schedule, every other Thursday, comprising a 40-hour workweek; normally Monday through Friday, 8:00 a.m. – 5:00 p.m. May be required to work extended and/or flex scheduled work hours to respond to service needs, especially within the month of November.

PRIMARY JOB DUTIES INCLUDE: These positions will provide support to the Benefits Health Information Project, Benefit Retirement Operations Section, and customer service to benefit eligible county employees via phone, on-line or in person.

- Provide on-line open enrollment support via phone and computer support.
- Facilitate in person appointments to assist employees with on-line open enrollment.
- Troubleshoot eligibility issues
- Escalate claims issues to BROS staff to ensure completion and accuracy.
- Assist employees with technical on-line tools which can include but not limited to, looking up information and enrolling on-line.
- Conduct benefit and on-line enrollment presentations.

KING COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. JOB ANNOUNCEMENTS ARE AVAILABLE IN ALTERNATIVE FORMATS FOR PERSONS WITH DISABILITIES.

(206) 296-5209 JOBLINE <http://www.metrokc.gov/ohrm/psd/openings.html> Website Address (206)-296-8535 TTY

- Consult with other staff and many different resources for benefits policy administration.
- Provide other clerical functions as needed in support of the King County's benefit program.
- Additional duties as required to support open enrollment.

QUALIFICATIONS:

- 1 –2 year experience in a working environment that is fast paced with time sensitive deadlines and strong customer service requirements.
- Ability to provide technical support to employees using an on-line enrollment or wellness assessment tool, must be able to describe "how to" information to technically challenged employees and be able to walk them through the on-line processes.
- Proficient in using a PC and variety of office equipment.
- Working knowledge of employee benefits programs, practices and laws.
- Strong analytical skills to troubleshoot issues.
- Demonstrated ability in researching, interpreting and reporting information.
- Strong written and verbal skills with ability to express thoughts and ideas effectively.
- Demonstrated ability to multitask various responsibilities with successful completion.
- Ability to establish and maintain effective working relationships with a variety of others.
- Demonstrated ability to problem solve, which includes assessing, interpreting and identifying options.
- Experience in developing and maintaining databases.
- Ability to remain calm when dealing with irate customers.
- Experience in a high volume call center.

DESIRABLE QUALIFICATIONS:

- Working knowledge of adult learning methods.
- Working knowledge of on-line enrollment and lookup tools.

SELECTION PROCESS: The applicants who meet the required qualifications and indicate that they possess the most competitive background in directly related experience, knowledge, and training will be called for interviews.

UNION MEMBERSHIP: These positions are represented by Teamsters, Local 117 Professional and Technical Employees.

CLASS CODE: 231103